

Smock TALK

Always Looking Ahead



Kristy Underwood

The Board's Executive Officer plays a critical role in protecting consumers and educating those who work in the industry. Kristy Underwood currently fills this position and has served in this capacity since 2005. Her dedication to the Department of Consumer Affairs goes as far back as 1994, when she first worked

for DCA as a Seasonal Clerk. Since then, she's climbed up the public service ladder, obtaining permanent status and ultimately, one of the highest ranking positions at the Board.

As a single mom, Kristy admits that working a demanding career, such as Executive Officer, can be very difficult at times. She states that it is her commitment to protecting consumers and her love for the industry that makes her job worthwhile.

In the future, Kristy says the Board is in the process of "increasing access and transparency by reaching out to its diverse licensee population, as well as to the consumers of the industry." Successfully rising through the ranks, Kristy's story is truly an inspiration to all.

BOARD LAUNCHES FACEBOOK AND TWITTER ACCOUNTS



The State Board of Barbering and Cosmetology has made the leap into social media with the creation of a new Facebook page and Twitter account.

Licensees and consumers will be able to keep abreast of the Board and the resources and services it has available, and communicate with each other in an informal, fun, and interactive way. The site is updated Monday through Thursday, but the Board cautions that for up-to-date official communications, the public should continue to visit the Board's official Web site at **www.barbercosmo.ca.gov**. Complaints against a Board licensee on the Facebook page will not be pursued. Complaints must follow the process described on the Board's Web site to be accepted and investigated.

This is a family friendly forum, so please keep your comments and wall posts clean. In addition to keeping it family friendly, we ask that you follow our posting guidelines listed below. If you don't comply, your message will be removed.

- We do not allow any offensive images or comments or submissions. Nor do we allow comments that are abusive, hateful or intended to defame anyone or any organization. It is solely in the discretion of the Board to determine whether an image or comment falls into one of the above categories.
- We do not allow solicitation or advertisements. This means promotion or endorsement of any financial, commercial, or nongovernmental agency. Similarly, we do not allow attempts to defame or defraud

(continued on page 3)



2420 DEL PASO ROAD, SUITE 100
SACRAMENTO CA 95834

www.barbercosmo.ca.gov

800-952-5210

Meet the Board Members

CHRISTIE TRUC TRAN **President, Industry Member**

Ms. Tran has been a member of the Board since January 2010. She has owned and managed Happy Nails of Costa Mesa since 2005. Previously, she was manager of Happy Nails of Newport Coast from 2002 to 2005. From 2001 to 2002, Tran was a nail technician at Happy Nails of Rancho Santa Margarita and a travel agent at Travel World from 1990 to 2001.

JOSEPH FEDERICO **Vice President, Industry Member**

Mr. Federico has been the Chief Financial officer of the Federico Beauty Institute in Sacramento since 2009, where he was director of financial aid from 2006 to 2009 and has served on the board of directors since 2004. He has been a member of the American Association of Cosmetology Schools and the California Association of Student Financial Aid Administrators since 2006.

WEN LING CHENG **Public Member**

Ms. Cheng has been a State Farm insurance agent since 2001. She was appointed to the Board by Assembly Speaker John Perez, effective May 2, 2011. She is highly involved in community service and sponsors the International Leadership Foundation. Her passions include promoting equal education opportunities for all.

DEEDEE CROSSETT **Industry Member**

Ms. Crossett is the president and founder of the San Francisco Institute of Esthetics and Cosmetology (SFIEC) and a strong supporter of undergraduate education for cosmetologists and estheticians. A graduate of Washington State University with a bachelor's degree in communications, Ms. Crossett spent approximately eight years working in marketing and sales promotions for various companies before moving into a field that she had always felt drawn to: the beauty industry. She obtained her esthetics license in 2001, and then worked as an esthetician, spa consultant, and esthetics trainer before opening SFIEC in 2002.

KATIE DAWSON **Public Member**

Ms. Dawson of Oakland, has been the principal of Dawson Dental Hygiene Practice since 2009. She worked as a dental hygienist for Dr. Damani Mitchell from 2001 to 2009, for Dr. James Sweeney from 1995 to 2002, and for Dr. Michael Hine from 1991 to 2002.

RICHARD HEDGES **Public Member**

Mr. Hedges was educated as a teacher in Kansas where he received his undergraduate degree in English and History at Kansas State University. He received his masters degree in American Urban History from San Francisco State University. He was employed as a union representative for 28 years by the United Food & Commercial Workers International Union.

FRANK LLOYD **Public Member**

Mr. Lloyd is a licensed tax preparer, real estate broker, and general contractor. Previously, he was a teacher at Chaffey Community College, where he developed the curriculum for real estate license renewal. Mr. Lloyd is also a past member of the Commission on Aging.

BOBBIE JEAN ANDERSON **Public Member**

On October 24, 2012, Governor Jerry Brown has appointed Bobbie Jean Anderson, 73, of Los Angeles, as a public member to the Board of Barbering and Cosmetology.

Anderson will take her seat at the Board's meeting on January 11, 2013, in Sacramento.

Anderson served as a field representative for Assemblyman Mike Davis from 2006 to 2009. She also worked as a supervising legal office assistant at the Los Angeles County Office of the Public Defender from 1978 to 2003 and as a typist clerk for the Los Angeles County Department of Public Social Services from 1957 to 1968. Anderson served on the executive board of the Legacy Service Employees International Union Local 660/721 from 1995 to 2003.

A Special Invitation



**The Board Cordially invites you to join us at any one of our Board Meetings.
Be a part in shaping the development of your Industry.**

2013 Tentative Board Meeting Dates and Locations

January 11, 2013 – Sacramento, CA

April 8-9, 2013 – San Jose, CA

July 15, 2013 – Sacramento, CA

October 21, 2013 – San Diego, CA

*Dates and locations are subject to change, please view
http://www.barbercosmo.ca.gov/about_us/meetings/index.shtml
for current up-to-date meeting dates and locations.

BOARD LAUNCHES FACEBOOK AND TWITTER ACCOUNTS (continued from page 1)

any financial, commercial, or nongovernmental agency.

- We do not allow comments that suggest or encourage illegal activity.
- You participate at your own risk, taking personal responsibility for your comments, your username and any information provided. Remember: Any information you post can be viewed and used by others.
- The appearance of external links on this site does not constitute an endorsement official or

otherwise on behalf of the Board of Barbering and Cosmetology, the Department of Consumer Affairs or the State of California.

Otherwise, feel free to comment as you wish. We may not be able to respond directly to your comments, but rest assured we are “listening” and that your input does give us valuable feedback regarding our policies and procedures.

Look for links to the Board’s Facebook page and Twitter account on the Board’s Web site at www.barbercosmo.ca.gov.



Sunset Review

In 2013, the State Board of Barbering and Cosmetology (BBC) will present its Sunset Review Report to the California Senate Committee on Business, Professions and Economic Development. The report is an overview of the BBC's regulatory program and discusses issues raised by the Board or the Senate Committee.

The Board is asking for the support of all of its licensees on two issues. The Board believes it should have sole responsibility for school oversight rather than continue sharing that role with the Bureau of Private Post-secondary Education. It also supports the licensing of braiding/natural hair care providers. If you agree, please contact your local State Assembly member or Senator and make your stand known. This is your chance to be heard and make a difference!

<http://govnews.ca.gov/gov39mail/mail.php>

<http://senate.ca.gov/senators>

<http://assembly.ca.gov/assemblymembers>

How to Avoid Complaints

The Board of Barbering and Cosmetology receives approximately 3,500 complaints annually. Most are submitted by the public and refer to a variety of topics, ranging from unlicensed activity and unsanitary conditions to consumer harm and dissatisfaction with services. Here are some simple things you can do to avoid complaints being filed against you or your business.

- Only employ licensed workers.
- Make sure the salon or shop has a valid establishment license issued by the Board.
- Keep your work station in a sanitary condition.
- Throw away used disposable tools (cotton pads, sponges, emery boards, etc.).
- Follow the Board's health and safety laws and regulations.
- Provide good customer service.
- Maintain a positive and professional attitude.
- Only perform services you know will achieve the desired result for the client.

If a client complains to you, try to resolve the situation quickly and effectively. Be polite, respectful, and courteous while asking the client what you can do to remedy the problem. If their request is fair and reasonable, accommodate the request. Making sure all your clients leave satisfied will ensure their repeated business and reflects positively on you and the salon or shop you work in.

For further information, contact the Board at www.barbercosmo.ca.gov or (800) 952-5210.

2012 A Year in Review

It has been an exciting year for the Board of Barbering and Cosmetology. We have been hard at work implementing change and keeping up-to-date with Industry trends and concerns.

Some of the year's highlights include:



ADVISORY COMMITTEES MEETINGS

Skin Care Advisory Committee

On May 14, 2012, a panel of industry experts met with the Board to discuss issues involving skin care. The committee was able to enhance the knowledge of the Board by explaining the use of Alpha Hydroxy acids, safe pH readings, proper acid percentage amounts, safe procedure dissemination, and esthetic machinery. Experts gave input in defining the demarcation between the esthetic field and the medical field. Future trends in esthetics were also discussed.

Electrolysis Advisory Committee

On August 20, 2012, industry experts aided the Board in reviewing out-of-date electrolysis regulations. They offered practical suggestions in adapting verbiage for new Board regulations. The Committee assisted in educating the Board on proper electrolysis techniques and offered practical suggestions in regard to procedures related to health and safety.

BOARD COMMITTEE MEETINGS

Licensing and Examination Committee

The purpose of the Licensing and Examination Committee is to advise the Board on policy matters relating to the examining and licensing of individuals who want to practice barbering, cosmetology and electrology in California. The committee may also provide information and recommendations to the Board on issues related to curriculum and school approval, exam appeals, laws and regulations. This committee met together on August 13, 2012.

Enforcement and Inspections Committee

The purpose of the Enforcement and Inspections Committee is to advise the Board on policy matters that relate to protecting the health and safety of consumers. This includes recommendations on how inspections are conducted, the types of violations issued, maintenance of disciplinary guidelines, and

(continued on page 6)

2012 A Year in Review (continued)

other recommendations on the enforcement of the Board's statutes and regulations. This committee met on May 1st and July 16th, 2012.

DISCIPLINARY REVIEW COMMITTEE (DRC)

The Disciplinary Review Committee was hard at work during 2012. The Committee conducted 6 days of disciplinary hearings in Northern California, 21 hearing days in Southern California and spent 9 days in Sacramento reviewing written testimony letters.

EXAM CHANGES

On March 1, 2012, models were no longer permitted for the cosmetology, manicure or esthetician practical exam. The use of mannequins instead of models simplified the examination process by eliminating model-related disqualifications.

On September 1, 2012, the NIC Written Exam began to be offered in the Korean language.

FINE SCHEDULE

In September 2011, the Board returned to a progressive fine schedule. This allowed for first time offenders to receive a reduced fine amount and allowed the Board to take a firmer stand against repeat offenders.

PUBLICATIONS

Regulatory updates were included in the 2009 edition of the California Barbering and Cosmetology Act and Regulations publication for a new and improved 2013 edition.

REGULATION CHANGES

On June 13, 2012, California Code of Regulations 932 went into effect. This regulation revised the Board's standard for establishing a passing grade to reflect a criterion-referenced methodology.

SPECIAL PROJECTS

*Board of Barbering and Cosmetology, CA
Department of Consumer Affairs Inspector
I, II & III, DCA*

This report was compiled in February 2012. The report is a classification study to determine if the qualifications, duties and responsibilities of inspectors at the Board of Barbering and Cosmetology are consistent with the series specification for the Inspector, Department of Consumer Affairs. It includes classification recommendations from CPS HR Consulting in the event of misallocation or inappropriate use of an existing class. *

In May of 2012, Board staff began preparing an extensive report termed the Sunset Review report. This report is compiled approximately every 5 years. The report provides the California Senate with an overview of the Board's current regulatory program, and gives focus on responses by the Board on issues raised by the Board or that are raised by the Senate Committee on Business, Professions and Economic Development. In January 2013 the Board will be notified when they are scheduled to appear before the Committee to present the report in full. Watch for meeting details on www.BarberCosmo.ca.gov.

On August 14, 2012, the Board added the Milady Fundamentals Esthetics (11th edition) to its Approved Text Book List. For a current listing of approved text books go to: http://www.barbercosmo.ca.gov/forms_pubs/approved_textbooks.shtml

STRATEGIC PLAN

In October 2012, the Board adopted its current strategic plan. The Board's strategic plan covers all program areas including policy, licensing, enforcement, and inspections. To view the Board's 2013-2017 Strategic Plan go to: <http://www.barbercosmo.ca.gov>

2012 A Year in Review (continued)

TECHNOLOGICAL CHANGES

BarberCosmo Website

November 2012 saw big changes for the Board's BarberCosmo website. Equipped with new up-to-date formatting and easier accessibility the Board hopes that this new look will make interaction with the Board easier for consumers and licensees. If you haven't seen our new look stop by at: www.barbercosmo.ca.gov.

Facebook and Twitter

On May 2, 2012, the Board made the jump into Social Networking by instituting Facebook and Twitter accounts. To stay up-to-date with the Board by liking their page at: <https://www.facebook.com/pages/California-State-Board-of-Barbering-and-Cosmetology/156090647850582> to follow on Twitter: CABBC @CA_BBC

WEBCASTS

The Board supports the use of webcasting, and has leveraged the Department of Consumer Affairs capabilities to do so at Board meetings. This includes meetings being held in southern California locations.

On October 31st, 2012, the Board conducted The National (NIC) Practical Examination Webcast. This webcast was designed to answer questions schools throughout California had on the details of the National Practical exam.

If you
See Something
Say Something
www.BarberCosmo.ca.gov

See Something Not Quite Right? Want to Make a Difference?

Say Something to your Beauty Professional
to the Salon Owner
to the Board
(800) 952-5210

Working Together for a Safe, Healthy Salon Experience.

Board of Barbering and Cosmetology Quarterly Web Statistics as of June 30, 2012

This report provides statistical information relating to various aspects of the Board's business processes.

LICENSING

APPLICATIONS CASHIERED	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/11 - 9/30/11	10/1/11 - 12/31/11	1/1/12 - 3/31/12	4/1/12 - 6/30/12
Establishments	1,394	1,658	1,479	2,080
Barber	476	426	465	671
Barber Apprentice	61	69	61	100
Cosmetologist	5,678	5,543	5,628	7,852
Cosmetologist Apprentice	122	142	135	138
Electrologist	16	10	21	12
Manicurist	2,048	2,043	1,602	2,314
Esthetician	1,588	1,720	1,641	2,331
TOTAL	11,383	11,611	11,032	15,498

LICENSES ISSUED	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/11 - 9/30/11	10/1/11 - 12/31/11	1/1/12 - 3/31/12	4/1/12 - 6/30/12
Establishments	2,044	1,213	1,439	1,971
Mobile Unit	2	0	1	1
Barber	333	273	282	275
Barber Apprentice	57	57	63	86
Cosmetologist	2,335	2,740	2,975	3,240
Cosmetologist Apprentice	135	126	113	132
Electrologist	2	5	5	7
Manicurist	1,366	1,221	972	1,268
Esthetician	1050	917	975	1,418
TOTAL	7,324	6,552	6,825	8,398

RENEWAL LICENSES ISSUED	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/11 - 9/30/11	10/1/11 - 12/31/11	1/1/12 - 3/31/12	4/1/12 - 6/30/12
Establishments	3,859	3,485	4,637	5,097
Barber	2,162	1,864	2,294	2,150
Cosmetologist	27,994	25,171	31,543	29,674
Electrologist	200	161	201	203
Manicurist	10,861	10,571	12,196	11,380
Esthetician	5,723	4,859	6,673	7,131
TOTAL	50,799	46,111	57,544	55,635

Board of Barbering and Cosmetology Quarterly Web Statistics as of June 30, 2012 (continued)

LICENSING

PRACTICAL EXAMINATIONS	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
	7/1/11 - 9/30/11			10/1/11 - 12/31/11			1/1/12 - 3/31/12			4/1/12 - 6/30/12		
	P	F	Total	P	F	Total	P	F	Total	P	F	Total
Barber	332	92	424	267	60	327	296	42	338	281	75	356
Cosmetologist	2,810	965	3,775	3,170	442	3,612	4,100	458	4,558	3,891	456	4,347
Electrologist	2	0	2	7	1	8	6	1	7	7	15	22
Esthetician	1,080	149	1,229	976	226	1,202	1,171	82	1,253	1,546	73	1,619
Manicurist	1,420	322	1,742	1,230	382	1,612	1,023	162	1,185	1,355	199	1,554
TOTAL	5,644	1,528	7,172	5,650	1,111	6,761	6,596	745	7,341	7,080	818	7,898

WRITTEN EXAMINATIONS	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
	7/1/11 - 9/30/11			10/1/11 - 12/31/11			1/1/12 - 3/31/12			4/1/12 - 6/30/12		
	P	F	Total	P	F	Total	P	F	Total	P	F	Total
Barber	331	94	425	267	60	327	296	43	339	281	75	356
Cosmetologist	2,455	1,901	4,356	2,682	1,662	4,344	2,731	2,180	4,911	3,205	2,254	5,459
Electrologist	2	0	2	8	0	8	5	1	6	6	1	7
Esthetician	1,021	435	1,456	978	411	1,389	1,021	334	1,355	1,394	389	1,783
Manicurist	1,353	545	1,898	1,238	472	1,710	973	377	1,350	1,180	449	1,629
TOTAL	5,162	2,975	8,137	5,173	2,605	7,778	5,026	2,935	7,961	6,066	3,168	9,234

ENFORCEMENT

COMPLAINTS	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
	7/1/11 - 9/30/11		10/1/11 - 12/31/11		1/1/12 - 3/30/12		4/1/12 - 6/30/12	
Received	1,485		1,244		1,313		1,416	
Closed	1,382		1,414		1,459		1,482	
Pending	1,189		1,072		924		866	
Average Days to Close a Case	64		73		76		62	

ATTORNEY GENERAL	1st Quarter		2nd Quarter		3rd Quarter		4th Quarter	
	7/1/11 - 9/30/11		10/1/11 - 12/31/11		1/1/12 - 3/30/12		4/1/12 - 6/30/12	
Referred	34		27		23		23	
Accusations Filed	10		16		10		13	
Statement of Issues Filed	1		2		0		1	
Pending	80		79		84		79	

Board of Barbering and Cosmetology Quarterly Web Statistics as of June 30, 2012 (continued)

ENFORCEMENT

ENFORCEMENT ACTIONS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/11 - 9/30/11	10/1/11 - 12/31/11	1/1/12 - 3/30/12	4/1/12 - 6/30/12
License Denied	1	0	2	0
Revoked	20	11	5	13
Revoke, Stay, Probation	0	6	4	1
Revoke, Stay, Suspend/Probation	12	7	4	9
Immediate Suspension/Probation	15	9	9	10
Active Probation	202	203	197	174

INSPECTIONS AND CITATIONS

CITATIONS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/11 - 9/30/11	10/1/11 - 12/31/11	1/1/12 - 3/31/12	4/1/12 - 6/30/12
Establishments	2,723	2,285	2,060	2,632
Barber	132	151	135	174
Barber Apprentice	17	8	20	12
Cosmetologist	951	701	807	894
Cosmetologist Apprentice	13	15	15	23
Electrologist	2	1	0	1
Electrologist Apprentice	0	0	0	0
Manicurist	745	574	599	718
Esthetician	75	52	52	68
Unlicensed Establishment	137	125	155	140
Unlicensed Individual	189	174	157	167
TOTAL	4,984	4,086	4,000	4829

INSPECTIONS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/11 - 9/30/11	10/1/11 - 12/31/11	1/1/12 - 3/31/12	4/1/12 - 6/30/12
Inspections Conducted	3,452	2,964	2,665	3,337
TOTAL	3,452	2,964	2,665	3,337

DISCIPLINARY REVIEW

APPEAL HEARINGS	1st Quarter	2nd Quarter	3rd Quarter	4th Quarter
	7/1/11 - 9/30/11	10/1/11 - 12/31/11	1/1/12 - 3/31/12	4/1/12 - 6/30/12
Heard	745	767	695	765
Received	929	920	757	1,034
Pending	2,083	2,233	2,286	2,550

Tips on Saving Money While Staying Safe

With the increasing cost of food and gas and the holidays just around the corner, the Board understands the financial hardships one may undergo during these hard economic times. Below are a few tips that can help save you some serious dough while complying with the Board's rules and regulations.

- **Keep Your License Current and Active**

Some people who return to the industry after a long break may find an unpleasant surprise when they attempt to renew their license. Licenses that are not renewed within five years are automatically cancelled out of the system, requiring the once licensed to re-apply, and perhaps repeat the exam in order to obtain a new license.

Licensees who do not renew every two years, but are within the five year period, are required to pay back fees for all the renewal cycles missed. Instead of paying the typical \$50 every two years, the cosmetologist can be required to pay up to \$225 in past renewal and delinquent fees in order to bring the license back to a current status.

If you're working with an expired license, you risk the possibility of getting cited for unlicensed activity, which currently is a \$250 fine for the first offense.

- **Renew Your License in a Timely Manner**

To avoid delinquent fees, it is recommended that you renew your license(s) approximately 75 days prior to the expiration date. Delinquent fees range

from \$20 - \$25 for each expired license on top of the typical renewal fees. If you do not receive a courtesy renewal notice 30 to 60 days prior to the expiration date of your license, contact the Board to see if we have your most current address and/or if there are any holds on your license.

- **Know and Understand the Regulations**

The best way to avoid hefty and unwanted fines is to understand and comply with the Board's rules and regulations. Our inspectors are required, by law, to conduct random and complaint-driven inspections. This can result in hefty fines if your workplace and/or work practices are found to be in violation of the Board's laws. Complying not only helps you to avoid costly citations, but it protects your customers and promotes good business.

- **Appeal Your Citation**

If you are cited in the future, you have the option to appeal your citation. When you appeal your citations, you are not required to pay those appealed violations until your matter is heard at a Disciplinary Review Committee hearing. You'll also have the opportunity to discuss your case and possibly have your citation modified or dismissed.

You can now also submit written testimony in lieu of attending the hearing in person. This not only saves you the cost of gas, but also the invaluable cost of your time.

The Best of Both Worlds?

WHAT YOU SHOULD KNOW ABOUT FACILITIES THAT OFFER MEDICAL AND COSMETIC TREATMENTS

There is an increasing number of manicurists and estheticians who work in trendy “med-spas,” or facilities that offer medical procedures and cosmetic treatments such as pedicures and facials. The Board of Barbering and Cosmetology does not license medical facilities, however, if manicuring or esthetic services are provided as described in the Board’s law, then the facility as well as the professionals providing those services must be licensed with the Board. Some of these services may include:

Manicuring:

- Cutting, trimming, polishing, coloring, tinting, cleansing, or manicuring the nails.
- Massaging, cleansing, or beautifying the hands or feet.

Esthetics:

- Providing facials, skin care, makeup and eyelash application, and hair removal by use of depilatories, tweezing or waxing.
- Beautifying the face, neck, arms, or upper part of the human body by use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

- Messaging, cleaning, or stimulating the face, neck, arms, or upper part of the human body, by means of the hands, devices, apparatus, or appliances, with the use of cosmetic preparations, antiseptics, tonics, lotions, or creams.

Licensed manicurists and estheticians, while skilled and trained in providing the services above, may never perform any act which affects the structure or function of living tissue of the face or body. They may never use razor-edged instruments to remove skin (such as calluses, moles or skin tags), penetrate the skin by needle, use lasers, or perform medical-level dermabrasion or skin peels. Those types of treatments must be performed by qualified medical professionals.

Manicurists and estheticians who work in med-spas must have a valid license issued by the Board. The facility where the manicuring or esthetic work is performed must also be licensed with the Board.

For further information, visit our Web site at www.barbercosmo.ca.gov or contact the Board at (800) 952-5210. If you would like clarification on medical procedures, visit the Medical Board of California Web site at www.mbc.ca.gov.

